

Quarter One Corporate Complaints Report

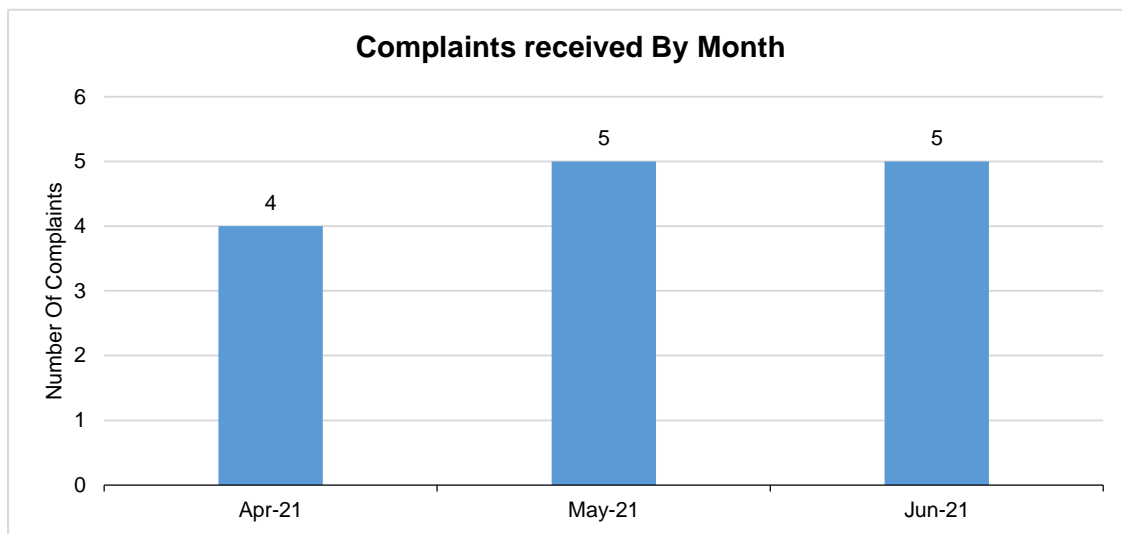
Author	Jade Hutchinson
Version	3
Status	Final
Date	08/09/2021

The report below provides an overview of the corporate complaints received in quarter one from 1 April 2021 to 30 June 2021. Within this period 14 complaints were received. The report is broken down into two sections. An overview of all the complaints received during this time period, and timescale for response, followed by an overview of the complaint's issues raised by complainants.

OVERVIEW OF ALL COMPLAINTS

Throughout the period of April 2021 – June 2021, 14 corporate complaints were recorded.

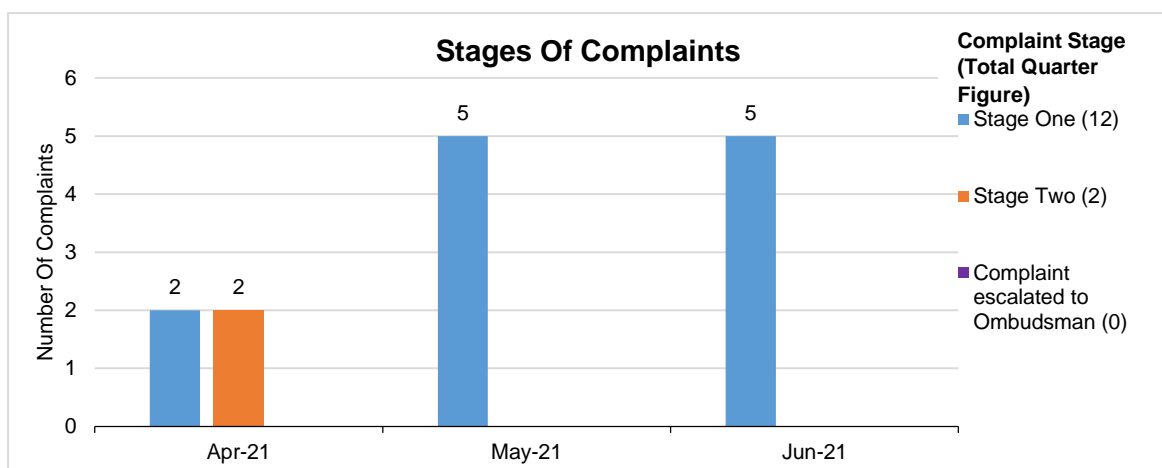
Total Complaints



Complaint Stages

Throughout quarter one, only 2 complaints out of the 14 received were escalated to a formal complaint (Stage 2). The majority of complaints, 12 (86%), did not escalate beyond an initial complaint (Stage 1).

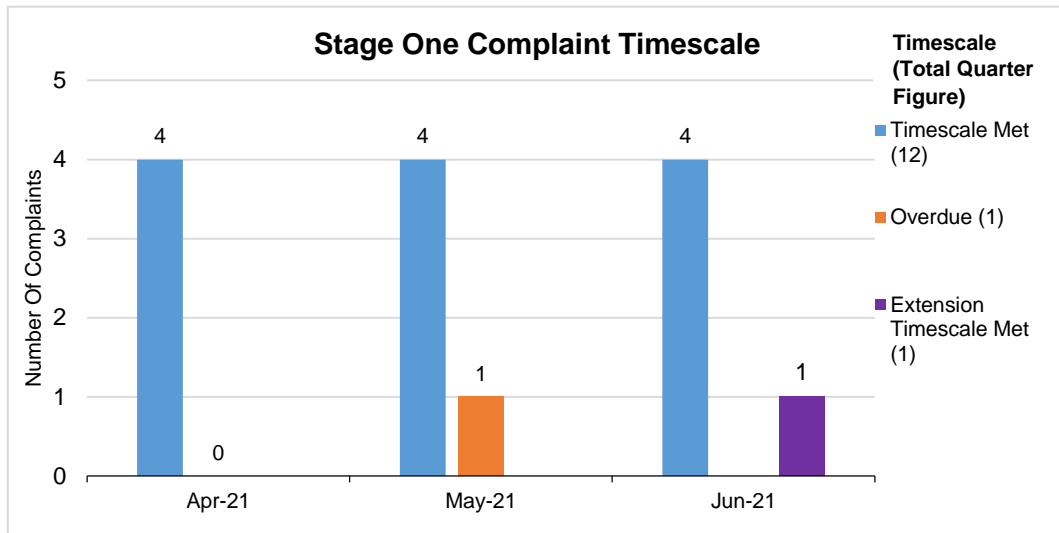
Please note the month that the complaint stage is logged in is based on the date the initial complaint was received, it will not be the month that the complaint was raised to a formal complaint.



Timescales

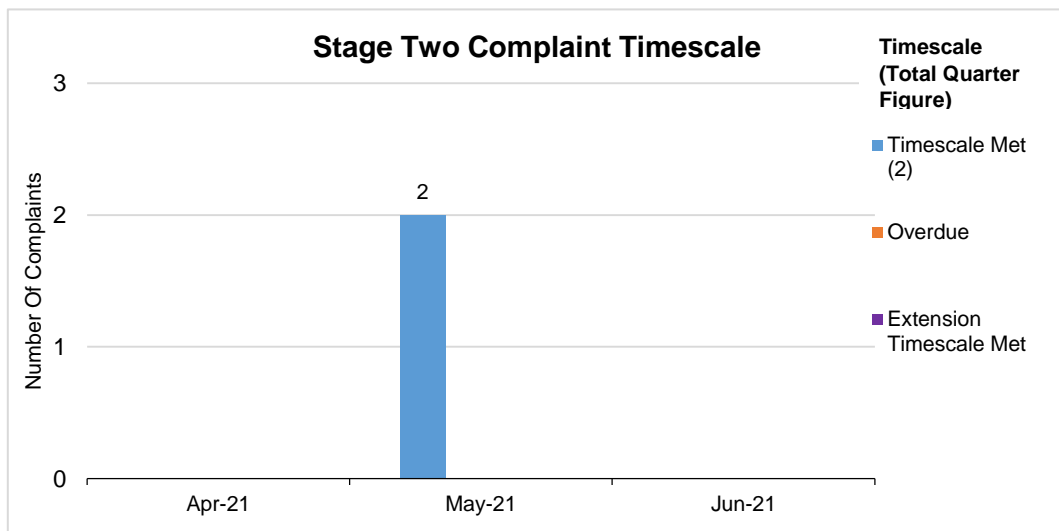
Stage 1 Complaint Timescales

Within the period of April 2021 – June 2021, only one Stage 1 complaint did not meet the timescale set, the complaint was overdue by 1 day. For one complaint received in quarter one, an extension of 10 days was agreed with the complainant due to the complexity of the request and further investigations required, the response was sent by the agreed extension date.



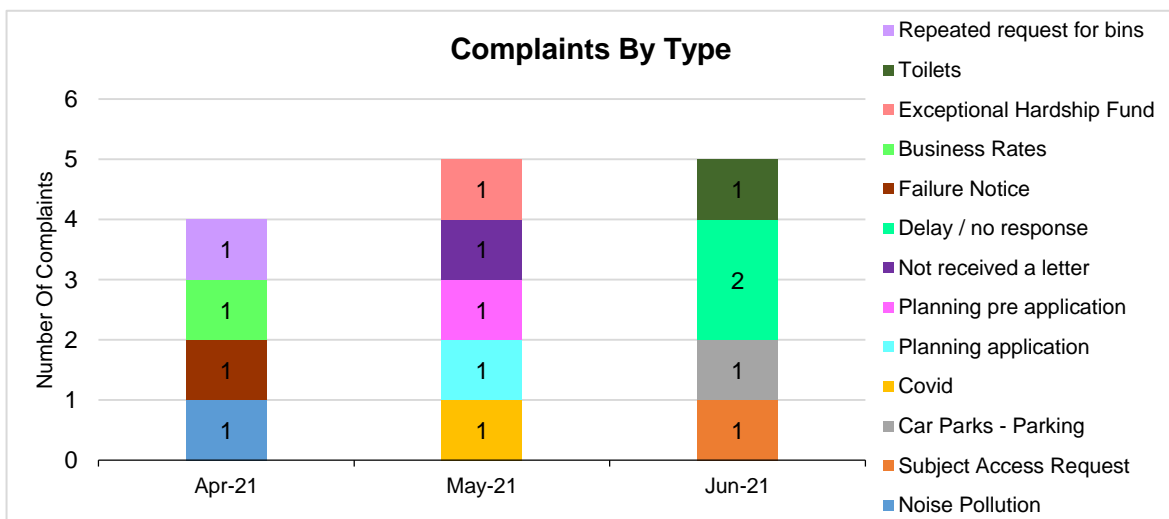
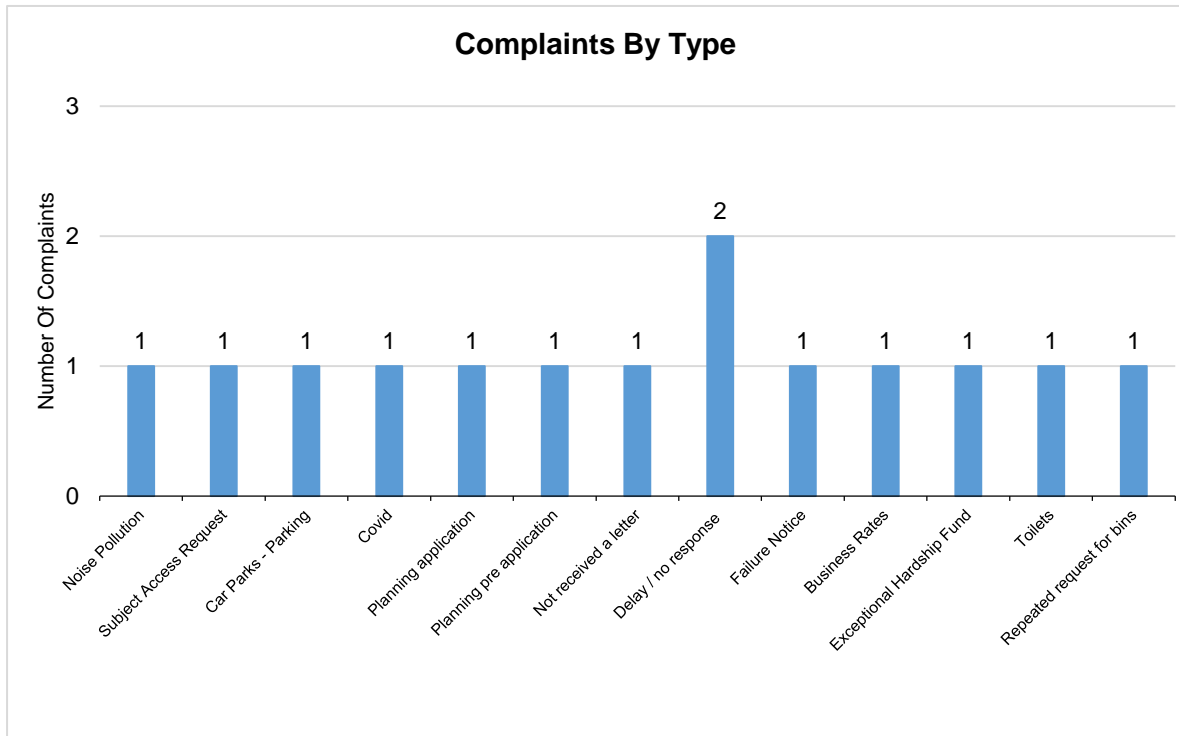
Stage Two Complaint Timescales

Within the period of April 2021 – June 2021, 2 complaints were escalated to Stage 2 of the Complaints Procedure. The month in the graphs below are for when notification was received from the complainant and the formal complaint was opened.



Topic of Complaints

Below is a graph which breaks down the complaints into categories based upon the topic of the complaint.



COMPLAINTS OVERVIEW

The table below provides an overview of the topics of the complaints received, timescales met in accordance with our complaint's procedure, outcomes, and service improvements.

Date	Title Of Complaint	Stage Title	Outcomes
01/04/2021	Failure Notice	Stage 2	Stage 2 complaint timescale met- investigation showed all procedures had been met.
08/04/2021	Repeated requests for new refuse bins	Stage 1	Stage 1 complaint timescale met - investigation showed a delay had occurred and an apology given. Service improvements being implemented.
13/04/2021	Business Rates	Stage 1	Stage 1 complaint timescale met- investigation showed all procedures had been met.
26/04/2021	Noise Pollution-	Stage 2	stage 2 timescales met- investigation undertaken, full response provided, all procedures followed.
04/05/2021	Contact with the Council on pre-application advice	Stage 1	Stage 1 timescale missed by one day. Investigation showed that all procedures had been followed.
04/05/2021	Council Tax Complaint - Exceptional Hardship Fund	Stage 1	Stage 1 Complaint timescale met- investigation showed all procedures followed. The service did provide further assistance to the complainant. Following feedback, the service is providing a more holistic approach to applications.
05/05/2021	Claim from Covid Fund, Charity or Grant	Stage 1	Stage 1 timescale met- investigation confirmed service procedures were followed. Following the feedback, the Service added further information regarding the fund on RDC website.
05/05/2021	Planning Application	Stage 1	Stage 1 timescale met- investigation showed all procedures were followed and service timescales met.
20/05/2021	non receipt of neighbour letter	Stage 1	Stage 1 timescale met- investigation showed all procedures were followed and letters sent.
07/06/2021	Delay in resolving an enforcement issue	Stage 1	Stage 1 timescale met- investigation showed that there had been a delay, apology given to complainant. Service had been in the process of recruiting a new enforcement officer. Action taken upon appointment.
14/06/2021	Ignored planning issues	Stage 1	Stage 1 complaint request for an extension in timescale to respond due to the complexity of the complaint. extension timescale met and response given with follow up actions agreed with complainant.
14/06/2021	Ropery Toilets at Pickering	Stage 1	Stage 1 complaint timescale met- investigation identified that a programme of Improvement works are being undertaken with all public toilets

			in Ryedale and due to be finished later in the year, the complainant was updated
24/06/2021	Subject Access Request-	Stage 1	Stage 1 complaint timescale met- Investigation identified complaint upheld and an apology given to complainant. Service improvement to update subject access procedures.
28/06/2021	Motorcycle Parking – Helmsley	Stage 1	Stage 1 complaint timescale met- investigation identified procedures followed, customer feedback will be fed into parking strategy